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PTO/SB/21 (09-04)
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|---|----------------------|------------------------|-------|
| TRANSMITTAL FORM (to be used for all correspondence after initial filing) | Application Number | 09/379,385 | |
| | Filing Date | 08/23/1999 | |
| | First Named Inventor | Richard Ney | |
| | Art Unit | 3639 | |
| | Examiner Name | Dixon, Thomas | |
| Total Number of Pages in This Submission | 4 | Attorney Docket Number | 96761 |

| ENCLOSURES (Check all that apply) | | |
|---|--|--|
| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input checked="" type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/ Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD | <input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): -Postcard |
| <div>Remarks</div> | | |

| SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT | | | |
|--|--------------------|----------|--------|
| Firm Name | Welsh & Katz, Ltd. | | |
| Signature | | | |
| Printed name | Jon P. Christensen | | |
| Date | September 14, 2006 | Reg. No. | 34,137 |

| CERTIFICATE OF TRANSMISSION/MAILING | | | |
|---|------------|------|--------------------|
| I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below. | | | |
| Signature | | | |
| Typed or printed name | Abby Boone | Date | September 14, 2006 |

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney)

Serial No: 09/379,385)

Filed: 08/23/1999)

Attorney Docket No.:
0600-96761

For: METHOD AND PROCESS FOR ACCUMULATING)
AND SUMMARIZING DATA FOR DEFINED TIME)
INTERVALS WITHIN A CUSTOMER INTERACTION)
SYSTEM)

INFORMATION DISCLOSURE STATEMENT

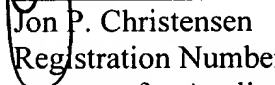
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

Dear Sir:

In accordance with 37 C.F.R. §§ 1.51, 1.56, 1.97 and 1.98 applicant submits herewith the attached form PTO 1449 for consideration by the Examiner in connection with the examination of the present application. Under 37 C.F.R. §1.97(h), the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined by 37 C.F.R. §1.56(a) exists.

No fee is believed necessary. However, should any other fee be required, authorization is hereby given to charge any such fee to Deposit Account No. 23-0920.

Respectfully submitted,



Jon P. Christensen
Registration Number 34,137
Attorney for Applicant

Address:
Welsh & Katz
120 S. Riverside Plaza, 22nd Floor
Chicago, Illinois 60606
Phone: (312) 655-1500
Fax: (312) 655-1501



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**INFORMATION DISCLOSURE
STATEMENT BY APPLICANT**

(Use as many sheets as necessary)

Sheet 1

of 2

Complete if Known

| | |
|------------------------|------------------|
| Application Number | 09/379,385 |
| Filing Date | 08/23/1999 |
| First Named Inventor | Richard Ney |
| Art Unit | 3639 |
| Examiner Name | Dixon, Thomas A. |
| Attorney Docket Number | 0600-96761 |

U. S. PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Document Number | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear |
|-----------------------|--------------------------|--|--------------------------------|--|---|
| | | Number-Kind Code ² (if known) | | | |
| | | us- 5,765,033 | | | |
| | | us- 5,926,539 | | | |
| | | us- 5,946,387 | | | |
| | | us- 5,953,332 | | | |
| | | us- 6,021,428 | | | |
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FOREIGN PATENT DOCUMENTS

| Examiner Initials* | Cite No. ¹ | Foreign Patent Document | Publication Date MM-DD-YYYY | Name of Patentee or Applicant of Cited Document | Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear | T ⁵ |
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